

Information Technology (IT) Initiative

Business Case Responses for BYs 2003 & 2004

Please type your responses in the white answer blocks provided and return the electronic copy of this document to Treva Lutes by April 26th. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

1.0 General Background

1.1 Initiative Name

EDEExpress Reengineering

1.2 Initiative Description

Currently Federal Student Aid (FSA) provides EDEExpress for Windows software to participants supporting the Title IV delivery processing, including schools and third party servicers. EDEExpress is one of four venues used to apply for federal student financial aid. With EDEExpress, financial aid administrators are able to enter electronic Free Applications for Student Aid (FAFSA), renewal FAFSAs and make electronic corrections to FAFSA data. Additionally, they can create duplicate requests; track required documents; create and maintain student aid packages, originate grants and loans, track and report disbursements and send signature records. The information entered by the financial aid administrators is then electronically submitted via B*Trade to the Central Processing System (CPS) for processing.

Users of the EDEExpress software may use the entire suite of the software's functions, which includes the abovementioned items as well as tools to facilitate SSCR reporting, reconciliation, and other routine business processes or only specific functionality based on their needs.

This initiative will modify the current EDEExpress to support full participation in Common Origination and Disbursement (COD), as well as deliver the current suite of EDEExpress functionality through a web-based application as opposed to a PC-based application. The EDEExpress reengineering solution is part of FSA's overall Integrated Application, Origination & Disbursement modernization initiative.

Additionally, this initiative will consolidate the current electronic venues used for completing FAFSA applications.

1.3 Initiative Type

Business Process Support System
 Financial Management System _____
 Non-Financial Management System X

Program Delivery System
 Financial Management System _____
 Non-Financial Management System _____

IT Infrastructure _____
 IT Services _____
 General Office Automation _____

1.4 Contact Information

	Name	Principal Office	Phone Number
Project Manager	Jeanne Saunders	FSA	202.377.3246
Program Manager	Jeanne Saunders	FSA	202.377.3246
Project Sponsor	Kay Jacks Jennifer Douglas	FSA	202.377.4286 202.377.3200
Contracting Officer	Janet Scott	FSA	202.377.3377
Contracting Officer's Representative	Carol Seifert	FSA	202.377.3506

2.0 Business Process

2.1 Business Process Support

<u> X </u> Grants _____ Evaluation _____ Research _____ Information _____ Dissemination _____ Enforcement _____ Resource _____ Management & _____ Administration <u> X </u> Loans _____ Other: _____ _____	EDExpress supports the Title IV delivery business process by enabling financial aid administrators to complete the FAFSA on behalf of students, create and maintain student aid packages, originate grants and loans, and track and report disbursements for pell grants, direct loans and campus-based funds; all resulting in federal dollars distributed to students
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2.2 Business Problem or Opportunity and Causing Conditions

FSA is changing its system and process for reporting Pell Grant and Direct Loan originations and disbursements with the implementation of the new COD process and system. This change requires schools to send disbursement information in a new common record format, thus requiring changes to EDExpress.

Additionally, as a means to reduce operating costs and complexity of application process, this initiative will consolidate the current venues of entering FAFSA data (FAFSA on the Web, FAFSA Express, EDExpress, Paper-based forms).

Another driver in this initiative is the Government Paper Elimination Act (GPEA). It requires agencies to allow for electronic transactions. Moving the current EDExpress application from a PC-based application to a web-based application supports the GPEA.

2.3 Existing Systems

The current EDEExpress for Windows software supports this initiative. FSA provides this software to participants supporting the Title IV delivery process, including schools and third party servicers. Using EDEExpress, Financial Aid Administrators can enter and edit electronic initial FAFSAs, renewal FAFSAs and electronic corrections. They can create duplicate requests, track documents, create and maintain student aid packages, originate grants and loans, track disbursements for Pell and Direct Loans and send signature records for FAFSA on the Web, Renewal FAFSA on the Web, Corrections on the Web and FAFSA EXPRESS applications. Users of the software may use the entire suite of EDEExpress functions or only specific functionality based on their needs.

2.4 Solution Impact

(If this is an implemented initiative with no enhancements, then address item (3) only)

1. The following address the impacts on lines of business and business processes:
 - Integrate current solution used by financial aid administrators
 - Full integration with COD process
2. This initiative will have a project impact on additional modernization initiatives including Integrated Application, Origination & Disbursement (IAOD), COD and FAFSA.
3. Primary stakeholders include students and school financial aid administrators.
4. Via the schools channel, school financial aid administrators will be involved in the initial planning phase of this initiative.
5. Training and change management projects will be identified during the initiative analysis; the initiative will encompass the implementation of any projects. Any organization restructuring will be identified as the initiative is defined.

2.5 Business Process Reengineering

(Applies only to New Business Process Support and Program Delivery Systems)

School financial aid administrators are aware of the current modernization efforts underway at FSA. The transition of the current EDEExpress solution from a PC-based application to a web-based capability will require little business process change. It is anticipated that the reengineering efforts required for the end users will be completed prior to implementation of the solution.

2.6 Mandatory Requirement

Per the Higher Education Act (HEA), as amended, this initiative support the interim objective of FSA is to reduce the overall cost of delivering student aid.

Information Technology Management Reform Act of 1996 (P. L. 104-106, §§5001-5703) and Section 508 of the Rehabilitation Act of 1973 as amended (42 U.S.C. § 794d), which establishes goals for improving the efficiency and effectiveness of ED's operations and delivery of services to the public through the best use of information technology. The requirement suggests the initiative.

The Government Paper Elimination Act requires government agencies to have electronic versions of most documents.

FSA has a mandatory requirement to act as the single source of application to federal student aid for all institutions

participating in Title IV programs.

This initiative also directly aligns with Goal 6 of the Department of Education's Strategic Plan for 2002-2007, Establishing Management Excellence.

2.7 Consequence of Not Funding the Initiative

The following consequences will result if the initiative is not funded:

- Financial aid administrators continue to follow manually intensive process
- Operating costs may be higher in an effort to maintain different methods of applying for financial aid

3.0 Strategic Alignment

3.1 OMB E-Government Initiative Alignment

- ☐ Consolidated Health Information
- ☐ Disaster Assistance and Crisis Response
- ☐ E-Authentication
- ☐ E-Grants
- ☐ E-Payroll/HR
- ☐ E-Training
- ☐ E-Travel
- ☐ E-Vital
- ☐ Electronic Records Management
- ☐ Eligibility Assistance Online
- ☐ Expanding Electronic Tax Products for Businesses
- ☐ EZ Tax Filing
- ☐ Federal Asset Sales
- ☐ Federal Enterprise Architecture
- ☐ Geospatial Information One Stop
- ☐ Integrated Acquisition Environment
- ☐ Integrated Human Resources/e-Clearance
- ☐ International Trade Process Streamlining
- ☐ One Stop Business Compliance Information
- ☐ Online Access for Loans
- ☐ Online Rulemaking Management
- ☐ Recreation One Stop
- ☐ Recruitment One Stop
- ☐ USA Services
- ☐ Wireless Public Safety Interoperable Communications – Project SAFECOM
- ☒ None of the Above

3.2 Mission Alignment

- Goal 1: Create a Culture of Achievement

- ☐ Objective 1.1 Link federal education funding to accountability for results.
- ☐ Objective 1.2 Increase flexibility and local control.
- ☐ Objective 1.3 Increase information and options for parents.
- ☐ Objective 1.4 Encourage the use of scientifically based methods within federal education programs.

- Goal 2: Improve Student Achievement

- ☐ Objective 2.1 Ensure that all students read at grade level by the third grade.
- ☐ Objective 2.2 Improve math and science for all students.
- ☐ Objective 2.3 Improve the performance of all high school students.
- ☐ Objective 2.4 Improve teacher and principal quality.

- Goal 3: Develop Safe Schools and Strong Character

- ☐ Objective 3.1 Ensure that our nation's schools are safe and drug-free and that students are free of alcohol, tobacco, and other drugs.
- ☐ Objective 3.2 Promote strong character and citizenship among our nation's youth.

- Goal 4: Transform Education into an Evidence-Based Field

- ☐ Objective 4.1 Raise the quality of research funded or conducted by the Department.
- ☐ Objective 4.2 Increase the relevance of our research in order to meet the needs of our customers.

- Goal 5: Enhance the Quality of and Access to Postsecondary & Adult Education

- ☐ Objective 5.1 Reduce the gaps in college access and completion among student populations differing by race/ethnicity, socioeconomic status, and disability while increasing the educational attainment of all.
- ☐ Objective 5.2 Strengthen accountability of postsecondary institutions.
- ☐ Objective 5.3 Establish effective funding mechanisms for postsecondary education.
- ☐ Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal College and Universities.
- ☐ Objective 5.5 Enhance the literacy skills of American adults.

- Goal 6: Establish Management Excellence

- ☐ Objective 6.1 Develop and maintain financial integrity and management and internal controls.
- ☐ Objective 6.2 Improve the strategic management of the Department's human capital.
- ☒ Objective 6.3 Manage information technology resources, using e-gov, to improve service for our customers and partners.
- ☒ Objective 6.4 Continue to modernize the Student Financial Assistance programs and reduce their high-risk status.
- ☐ Objective 6.5 Achieve budget and performance integration to link funding decisions to results.
- ☒ Objective 6.6 By demonstrating management excellence, receive the prestigious President's Quality Award.

☐ None of the Above

3.3 Strategic Plan Strategies Supported

Strategic Objective 6.3

Manage information technology resources, using e-gov, to improve service for our customers and partners.

- **Provide customers the opportunity to conduct business with the Department online:** Implement productivity improvements through implementation of e-gov applications, customer relationship management, supply chain management or knowledge management best practices.
- **Ensure security of IT infrastructure:** Periodically update and validate the General Support Systems (GSS) and Major Applications (MA) Inventory. For each GSS and MA, assure a current risk assessment and security plan and that certification and accreditation are in place.
- **Reduce partners' data reporting burden:** Minimize burden on our partners by reducing the number of information collection addressing similar issues. With our stakeholders and customers, collaboratively build and publish data standards, including consensus data elements and definitions. The enterprise architecture will be structured to meet business needs.
- **Complete enterprise architecture:** Create a business focused enterprise architecture that describes long term information system requirements and prioritizes IT business needs based on Strategic Plan Goals and Objectives.

Strategic Objective 6.4

Continue to modernize the Student Financial Assistance programs and reduce their high-risk status.

- **Create an efficient delivery system:** Use new technologies and system integration for improving systems, minimizing noncompliance and default rates, and reducing the improper payment of student aid funds.
- **Improve program monitoring:** Strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. Assure balance between school technical assistance and program monitoring.

Strategic Objective 6.6

By demonstrating management excellence, receive the prestigious President's Quality Award.

- **Provide technical assistance and outreach.** We will inform states and local and Tribal governments of the eligibility of community- and faith-based organizations for specific Department grants. We will offer technical assistance and launch outreach efforts to encourage community- and faith-based organizations to apply for funds.
- **Remove barriers to the full participation of faith-based organizations.** We will publish grant announcements in non-traditional publications read by community- and faith-based organizations. The Department will clarify in grant announcements that faith-based organizations are eligible to apply provided that they meet all statutory and regulatory requirements.
- **Implement novice applicant procedures.** The Department will provide increased technical assistance to novice applicants so that they can successfully administer new grants and leverage private dollars with federal funds.

3.4 Quality Indicators

This initiative is currently under development in the initial planning phase. As a result, key quality indicators are currently high level and undefined. As this information becomes clearer, specific targets will be determined.

Projected quality indicators include:

- Increased use of the web for completing an application for federal student aid (increased number of aid applications processed via the web)
- Integration and pre-population of COD required data from the web-based EDEExpress or WebExpress application
- Application completion time (data entry)
- Increased number of student aid applications
- Number of application data errors

4.0 Technology Initiative

4.1 Initiation Date

October 01, 2002

4.2 Initiative Deployment / Implementation Date

September 30, 2003

4.3 Initiative Phase

☒ Under Development
☐ Maintenance Only
☐ Maintenance with Enhancements

4.4 Initiative Scope

The scope of the initiative will include initiating, defining, designing, building and evaluating the following items:

- Electronic FAFSAs: Receiving completed and renewal electronic FAFSAs; Entering FAFSA Information; Transmitting Records; Receiving Processed Records.
- Electronic Rapid Application Development (RAD) Requests: Requesting Files; Receiving Records.
- Institutional Student Information Records (ISIR): National Student Loan Data System (NSLDS) Data; Receiving ISIRs; Requesting Duplicate ISIRs; Automatic ISIRS for state agencies.
- Electronic Corrections: Making, transmitting and receiving corrections.
- Document Tracking
- Packaging
- Return to Title IV
- Student Status Confirmation Report
- Letter Generation
- Paper Document Processing
- Reporting: Production and ad-hoc reports

4.5 Assumptions, Constraints, and Dependencies

1. N/A
2. The following list the constraints that stand in the way of successful implementation of this initiative and how they will be mitigated/managed:
 - Allocation of FY03-04 funds related to this initiative. Funding included in proposed FY03-04 budget.
3. The following list other initiatives (IT and non-IT) this initiative is dependent upon:
 - CPS: FAFSA and ISIR formats/changes; Timing for XML ISIR
 - COD: Common record definition/changes; Reports definition

4.6 Outstanding Issues

There are no outstanding issues related to this initiative that require senior management attention.

4.7 Benefits

The following describe the benefits associated with this initiative:

- Reduction in unit cost by enabling the reduction in use of paper-based applications
- Improved customer satisfaction for Financial Aid Administrators by providing a web-based tool for supporting their business processes for Title IV administration.
- Support the new COD process and system and the new common record, allowing schools to streamline their processes to more efficiently delivery funds to students.
- Paper reduction in support of Government Paper Elimination Act (GPEA)
- Reduced margin of error resulting from elimination of paper forms and manual processes, thereby reducing cycle time to student receipt of funds and reducing the potential for over- and under-awards.

4.8 Crosscutting Initiative

- ___ Entire Department
- ___ Office for Civil Rights
- ___ Office of Educational Research and Improvement
- ___ Office of Elementary and Secondary Education
- ___ Office of English Language Acquisition
- ___ Office of Postsecondary Education
- ___ Office of Special Educational and Rehabilitation Services
- ☒ Federal Student Aid
- ___ Office of Vocational and Adult Education
- ___ Office of the Chief Financial Officer
- ___ Office of the Chief Information Officer
- ___ Office of the General Counsel
- ___ Office of Inspector General
- ___ Office of Intergovernmental and Interagency Affairs
- ___ Office of Legislation and Congressional Affairs
- ___ Office of Management
- ___ Office of Public Affairs
- ___ Entities outside of the Department

4.9 Audit Finding

This initiative does not close an audit recommendation.

4.10 Alternatives Analysis

(This Applies Only To Initiatives Under Development or Being Implemented.)

Alternatives	Description	Total Life Cycle Costs	Benefits	Drawbacks
Alternative 1 (Selected Alternative)	EDEExpress Reengineering (WebExpress)	FY2002 - \$1.5M FY2003 – Refer to Integration Application, Origination & Disbursement business case	Refer to Section 4.7, Benefits	N/A
Alternative 2	Do Nothing	\$0	None	Financial aid administrators continue to follow manually intensive process; Operating costs may be higher in an effort to maintain different methods of applying for financial aid
Alternative 3	Upgrade existing system	TBD	Integration with COD, lower development costs	No consolidation of application methods, no unit cost reduction

The EDEExpress Reengineering alternative was selected as it meets the Department's goals for unit cost reductions and increased customer satisfaction. This alternative also aids in paperwork reduction.

5.0 Enterprise Architecture

5.1 Use of COTS/GOTS

Percentage of COTS/GOTS Components:

- ☐ 0 - 25%
☒ 26 - 50%
☐ 51 - 75%
☐ 76 - 100%
☐ Not Applicable

5.2 Consistency with Product Support Plan

(Please refer to Appendix A to identify supported products and indicate non-supported products below)

The hardware and software identification associated with the initiative is to be determined. It is assumed users already possess the minimum hardware and software requirements, a personal computer capable of accessing the Internet.

5.3 Section 508 Compliance (Accessibility)

1. No; any new hardware and software will be identified as part of the initiative. Once identified, the Assistive Technology Team will review the hardware and software that comprise the initiative for compliancy. It is assumed the existing system is 508 compliant.
2. N/A
3. N/A

5.4 Government Paperwork Elimination Act (GPEA) (Business Process Support and Program Delivery Systems only)

1. The electronic transaction functions include entry and submission of financial aid applications to the Department.
2. This initiative will implement electronic transactions and record keeping, as covered by the GPEA. The current option is PC-based.
3. The number of respondents per transaction is approximately 12 million; the annual number of financial aid applications received by the Department. Approximately 50% of the applications are completed electronically. OMB Control Number: 1845-0001

5.5 Information Management (Business Process Support and Program Delivery Systems only)

1. The initiative will collect information from respondents external to the Department. The types of respondents include financial aid administrators and students.
2. Collection of information occurs throughout the entire academic year.
3. It is assumed OMB form 83-I has been completed for data collection for existing systems and the data collection has been certified as per the Paperwork Reduction Act. Any required updates as a result of this initiative will be prepared.

5.6 Privacy

1. This initiative will collect and maintain personally identifiable information related to the institution, however, unique identifier data elements are to be determined.
2. It is assumed a Privacy Act Notice been prepared and published in the Federal Register for existing systems. Any required updates as a result of this initiative will be recommended.

5.7 Security (This question applies if the initiative meets the definition of major application or general support system as defined in OMB Circular A-130.)

Part 1 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 1 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 1 – c.

It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 2 – a.	(Please enter a date in the form of MM/DD/YYYY or N/C)
N/C	
Part 2 – b.	(Please enter a date in the form of MM/DD/YYYY or N/A)
N/A	
Part 2 – c.	
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.	
Part 3 – a.	(Please enter a date in the form of MM/DD/YYYY or N/C)
N/C	
Part 3 – b.	(Please enter a date in the form of MM/DD/YYYY or N/A)
N/A	
Part 3 – c.	
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.	
Part 4 – a.	(Please enter a date in the form of MM/DD/YYYY or N/C)
N/C	
Part 4 – b.	(Please enter a date in the form of MM/DD/YYYY or N/A)
N/A	
Part 4 – c.	
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.	
Part 5 – a.	(Please enter a date in the form of MM/DD/YYYY or N/C)
N/C	
Part 5 – b.	(Please enter a date in the form of MM/DD/YYYY or N/A)
N/A	
Part 5 – c.	
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.	
Part 6 – a.	(Please enter a date in the form of MM/DD/YYYY or N/C)
N/C	
Part 6 – b.	(Please enter a date in the form of MM/DD/YYYY or N/A)
N/A	
Part 6 – c.	

It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.

6.0 Risk and Project Management

6.1 Risk Management

Risk Category	Risk Description	Risk Probability	Risk Impact	Management Strategy
Strategic	N/A	N/A	N/A	N/A
Organizational/Change Management	N/A	N/A	N/A	N/A
Project Resources (Financial, Personnel, etc.)	Resource shortages	Low	Medium	Proactive project management will seek to identify possible shortages prior to occurrence
Project Management	1) Appropriate levels of sponsorship from FSA, Modernization Partner and Operational Partners; 2) Resource availability; 3) Key decisions cannot be made; 4) Scope creep	Low to Medium	High	1) FSA sponsor(s) and Modernization Partner must require full support and participation from all key stakeholders; 2) Allow time for staffing and communicate need to FSA; 3) Modernization Partner will clearly communicate decisions required as well as timeline for resolution and FSA will identify and engage external stakeholders and adhere to rapid decision making schedule; 4) FSA will focus on scope control
Business	Disruption of current financial aid application process	Low	High	Structured testing of systems and processes, to include extensive capacity planning and testing and performance testing
Data/Information	N/A	N/A	N/A	N/A

Application	N/A	N/A	N/A	N/A
Technology/Infrastructure	N/A	N/A	N/A	N/A
Security	Web-based security issues	Low	High	Following web security standards and guidelines
Privacy	N/A	N/A	N/A	N/A

6.2 Operational Performance Measures

- Following are the performance measures to be used to evaluate the initiative during operation:
 - System availability
 - System response time
 - Application processing time
 - Application completion time (data entry)
 - Number of applications
- Targets are to be established as part of the initiative. Performance testing, performed during the evaluation phase of the lifecycle, will confirm readiness for production.

6.3 General Acquisition Strategy

- Single contract
- Firm Fixed price
- No
- Performance Period: Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
- Ordering Agency:** US Department of Education (ED), Federal Student Aid (FSA), Union Center Plaza 830 1st Street NE, Washington, DC 20004

Project: Modernization Partner

Contract Type: Blanket Purchase Agreement (BPA) under GSA Schedule 70 Contract (GS-35F-4692G) implemented using Task Orders (FP, FP Share in Savings IF, and T&M)

BPA #: ED-99-DO-0002
- 6-10. N/A

APPENDIX A

Hardware

Personal Computers

Primary Support

___ Compaq Professional Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Professional Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Laptops

Primary Support

___ Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Toshiba Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Printers

Primary Support

___ HP LaserJet 5 and newer

Secondary Support

___ HP LaserJet 4

Monitors

Primary Support

___ 17-inch or larger, capable of 1024x768 resolution

Personal Digital Assistants (PDA)

Primary Support

___ Blackberry RIM 957

___ Blackberry RIM 950

Secondary Support

___ IntelliSync

___ Microsoft ActiveSync 3.1 or newer

Software

Client Operating Systems

Primary Support

___ Windows 2000 Professional Service Pack (SP)2

Secondary Support

___ As defined in OCIO non-standard workstation policy

Office Suites

Primary Support

___ Office 2000 Service Release (SR) 1A with Word 2000, Excel 2000, PowerPoint 2000, Access 2000

Anti-Virus Software

Primary Support

___ Norton AntiVirus 2000 Corporate Edition 7.5

Communications

Primary Support

___ Citrix ICA

Secondary Support

___ Citrix Winframe

Terminal Emulation Software

Primary Support

___ Attachmate 6.5

Database Clients

Primary Support

___ Oracle 8.1.7 Client

___ Microstrategy 7

Electronic Mail Software

Primary Support

___ Outlook 2000

Internet Browsers

Primary Support

___ Internet Explorer 5.5 SP1 (128-bit encryption)

Secondary Support

___ Netscape 4.x

Helper Plug-Ins

Primary Support

___ Adobe Acrobat Reader 5.0 and newer

___ RealPlayer 8.0 Intranet

Project Management Software

Primary Support

___ Microsoft Project 2000

___ TeamMate 2000

Web/Desktop Publishing Software

Secondary Support

___ Adobe Illustrator 7.0

___ Adobe PageMaker 6.5 and newer

___ Adobe Photoshop 5.0

___ Interwoven LaunchPad

___ Macromedia Dreamweaver 2.0 and newer

___ Macromedia Fireworks 2.0 and newer

___ Macromedia FreeHand 7.0

___ Macromedia HomeSite 4.0

___ NetViz 4.0

___ Publisher 2000

Groupware

Secondary Support

___ Lotus Notes Client (all versions)

Assistive Technology Software

Primary Support

- ___ Aladdin Genie CCTV
- ___ Dragon Systems NaturallySpeaking 4.0 and newer
- ___ Freedom Scientific JAWS for Windows 3.7
- ___ Gus Word Prediction
- ___ IBM Homepage Reader 2.5 and newer
- ___ NexCom 300 TTY modem, which requires an ISA slot
- ___ NexTalk/NTS, NXI Communications NTS 3.41 and newer
- ___ ZoomText Xtra Level 2 7.04 and newer

Secondary Support

- ___ NXI Communications NexTalk for Windows
- ___ WinTalk modem

Principal Office-Specialized Applications

Primary Support

- ___ ARCHIBUS/FM-10
- ___ CARS
- ___ CCM Plus
- ___ CMIS
- ___ DACS
- ___ EDCAPS
- ___ EDICS
- ___ Folio Builder 4.2
- ___ Folio Views 4.2
- ___ HEATWEB 3.11
- ___ IAS
- ___ Method/1 GuideVersion 11
- ___ Monarch Professional 5.02
- ___ Ombusman Case Tracking System 2.0
- ___ Peer Review System
- ___ TRAINS

Secondary Support

- ___ CMTS
- ___ DLOS
- ___ Folio Views 3.11
- ___ GAPS
- ___ GPAS
- ___ IEFARS
- ___ OCR Electronic Library
- ___ OSERS Quick
- ___ PC Travel Drop Box
- ___ PEPS
- ___ PFIE
- ___ Response Phone System
- ___ SACONS
- ___ Total Access Agent

Network Operating Systems and Enterprise Software

Primary Support

- ___ Cisco IOS 12.1(5) (Router)
- ___ Cisco IOS 6.1(2) and newer (Switch)
- ___ Microsoft Exchange 5.5 SP4
- ___ Microsoft SMS 2.0 SP3
- ___ Microsoft NT Server 4.0 SP6a
- ___ Microsoft Windows 2000 Server SP2

- ___ Netscape Compass Server 3.0 (SPARC)
- ___ Netscape Enterprise Server 3.51 (SPARC)
- ___ Oracle 8.1.7
- ___ Raptor Firewall with PowerVPN Version 6.5
- ___ Solaris 2.6 (SPARC)
- ___ SQL Server 7.0 SP5
- ___ SQL Server 2000 SP1
- ___ Terminal Server 4.0 SP6a
- Secondary Support*
- ___ All versions of Linux
- ___ All versions of Lotus Notes
- ___ Microsoft Internet Information Server 4.0 and newer
- ___ SQL Server 6.5